

# Top Microsystems

# RMA Request Form

# Power Supply

Please fill out this form completely and fax it to (408)980-8626 for an RMA number, or call Tech Support at (408)980-9813 for help. Top will fax this form back to you. Note the RMA policy below and at [www.topmicro.com](http://www.topmicro.com).

Requester		Email		RMA No	
Company		Phone		Issue date	
Request date		Fax		Issued by	

qty: quantity, Invoice #/Date: Top's Invoice No/Date, OW – out of warranty

Model No	Problem Description	qty	Serial No	Invoice #/Date	note

Write S0, S1, S2, or S3 as quantity for redundant system being returned with 0, 1, 2, or 3 modules respectively. Attach problem description tag to each unit. Quantity is one module or unit unless otherwise indicated.

- A. Above units: [ ] returned from customer/field, [ ] never shipped to customer/field.  
We [ ] did, [ ] did not test or verify the problems described herein.
- B. Problem/Work Request Details

**C. Return Material Authorization (RMA) Policy** 1. This RMA is for repair or replacement with equivalent units and is for out-of-warranty service if OW is indicated on this form. 2. No credit is offered for this RMA in or out of warranty. 3. Top will accept only the items with RMA numbers issued. 4. RMA No is valid for two (2) weeks only from its issue date. 5. Write RMA number on the top right hand corner of a box and include copies of this form and original invoice in the shipment. 6. If Top receives no problem found (NPF) or out-of-warranty product, return freight and insurance are at customer's expense. In addition, Top may charge for the time (\$60/hour) and material spent up to \$30 or 30% of your purchase price of the unit, whichever is greater. 7. No accessories or detachable parts are included in your return unless indicated on this form. 8. Any missing accessories or damage to the product or box will be returned to customer as is or charged for repair or replacement. 9. Pack all items properly to prevent shipping damage using original or equivalent packaging material.

*I have read and agree to above RMA policy.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Date

(please do not write below this line)

Units received: [ ] in good condition, [ ] damaged, in original [ ] box, [ ] foams.

Note: